

Domestic Operations Directorate



Michael L. Aytes is the Associate Director for the Domestic Operations Directorate. The Domestic Operations Directorate ensures that citizenship and immigration information and benefit decisions are provided to domestic customers in a timely, accurate, consistent, courteous and professional manner.

The Domestic Operations Directorate has six components, which are covered in greater detail in their respective sections: Office of Field Operations, Office of Service Center Operations, Information and Customer Service Division, Operations Planning Division, Office of Regulation and Product

Management and Integrated Documented Production Branch. These components total 105 offices domestically. The Domestic Operations Directorate coordinates the activities of 129 Application Support Centers employing more than 1,200 staff members throughout the country and U.S. territories; of which 87 are stand-alone facilities and 42 are collocated within existing government space.

The Directorate has 6,891 employees working in field offices:

Location	Employees
Northeast Region	1,331
Southeast Region	792
Central Region	945
Western Region	1,130
National Benefits Center	346

Service Centers Operations	Employees
Vermont Service Center	712
Texas Service Center	446
Nebraska Service Center	568
California Service Center	621

The Domestic Operations Directorate manages the processing and adjudication of more than eight million applications per year and manages the provision of services to over 13 million customers via USCIS call centers and close to six million customers through information counters across the country.

After the Homeland Security Act of 2002, USCIS continued to operate three pre-existing domestic regional offices and 33 district offices. In FY2007 this operational structure was overhauled into four regions bringing the Domestic Operations Directorate structure into balance.

In the previous structure, the eastern region had a larger workforce than the western and central regions combined. The newly created four-region structure now comprises a total of 26 districts, grouped into the western region, the central region, the northeast region and the southeast region. This operational structure gives the Domestic Operations Directorate a better balance in terms of overall size and geography to reflect the appropriate size and location of various offices.

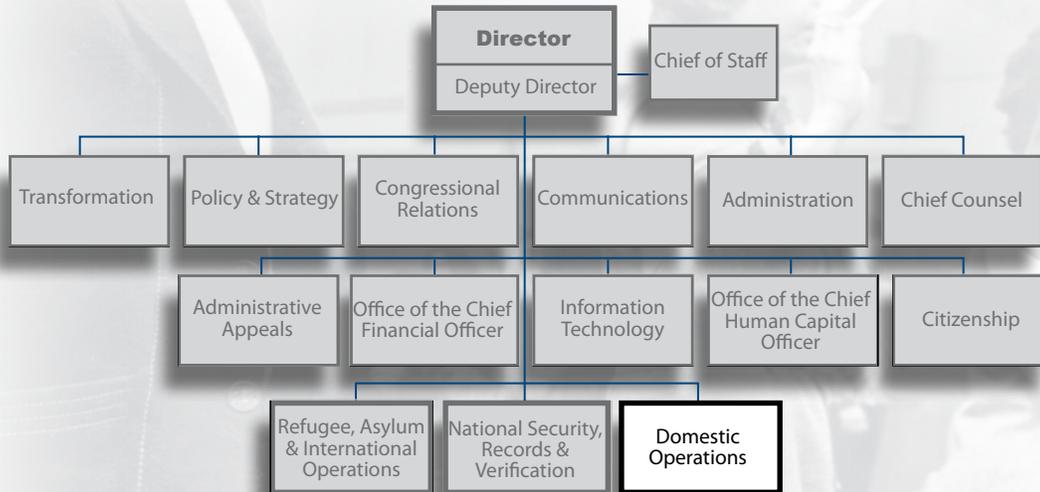
These revisions were initiated to help balance workloads and prepare USCIS for a range of future immigration events including a potential Temporary Worker Program and resulting application surges. Operational changes in the command structure have made USCIS a more effective organization through a new business identity that will affect business operations for years to come. The Domestic Operations Directorate has taken significant strides in realigning its operations to add value to USCIS' business processes.

Moving forward, USCIS will continue to assess the changing needs of the Domestic Operations Directorate and make additional realignments to more effectively deliver on the mission.



Adjudications Officer, New York District, interviews applicants

USCIS Organizational Chart



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